

MONROE COUNTY, FLORIDA

JOB DESCRIPTION

Position Title: Systems Analyst

Position Grade: 8

FLSA Status: Exempt

Date: 04/06/04

Job Code: 8-33

GENERAL DESCRIPTION

(The information of the description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.) Provides help desk support to end users over the telephone or in person in areas of special tasks and general training for new users. Receives, configures, installs, and trouble shoots personal computer systems throughout Monroe County Departments.

KEY RESPONSIBILITIES

1. Client/Server performance monitoring and user support and help desk function..
2. *Performs Hardware/software upgrades, repairs, and determines whether or not the computer is suitable.
3. *Recommends and authorizes the purchase of county hardware/software and complete computer systems.
4. Configuration and installation of PC's.
5. Research latest trends in technology and reported trouble topics from software manufacturers.
6. Customizes client/server software and provides network troubleshooting abilities.
7. *Compliance with Tech on Call (TOC) requirements.
8. *Analyze, troubleshoot and configure complicated PC issues and software installations.
9. *Participate in primary/secondary Primary Area of Responsibility (PAR) as set forth in County's five-year plan.
10. *Properly use the departmental Work Order System. This includes all labor, parts and status updates.
11. * Ability to handle all aspects of set-up and broadcast of Channel 16 on an as-needed basis.
12. *PBX Backup on an as-needed basis.
13. Such other duties as are required to accomplish the mission of Technical Services.

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KEY JOB REQUIREMENTS

Education: Associates Degree or Two Year College equivalent.

Experience: 2 years to 3 years minimum amount of prior related work experience.

Impact of Actions: Makes recommendations or decisions which usually affect the assigned department, but may at times affect operations, services, individuals, or activities of others outside of the assigned department.

Complexity: Analytic: Work is non-standardized and widely varied requiring the interpretation and application of a substantial variety of procedures, policies, and/or precedents used in combination. Frequently, the application of multiple, technical activities is employed; therefore, analytical ability and inductive thinking are required. Problem solving involves identification and analysis of diverse issues.

Decision Making: Analytic: Supervision is present to establish and review broad objectives relative to basic position duties or departmental responsibilities. Independent judgment is required to study previously established, often partially relevant guidelines; plan for various interrelated activities; and coordinate such activities within a work unit or while completing a project.

Communication

with Others: Requires regular internal and external contacts to carry out programs and to explain specialized matter. Occasionally requires contacts with officials at higher levels on matters requiring cooperation, explanation and persuasion or with the public involving the enforcement of regulations, policies, and procedures.

Managerial

Skills: Involves no responsibility or authority for the direction of others.

Working Conditions/ Normal office situation; Works alone or closely with others; Regular exposure to radiant or electrical energy.

Physical Effort: Intermittently sitting, standing, stooping; Typically bending, crouching, stooping; Typically crawling and/or kneeling; Moderate lifting or carrying 25-50 lbs.; Using tools requiring high dexterity; Requires good near or distant vision; Requires distinguishing colors and/or depth perception.

APPROVALS

Department Head:

Name: _____ Signature: _____ Date: _____

Division Director:

Name: _____ Signature: _____ Date: _____

County Administrator:

Name: _____ Signature: _____ Date: _____

On this date, I have received a copy of my job description relating to my employment with Monroe County:

Name: _____ Signature: _____ Date:_____